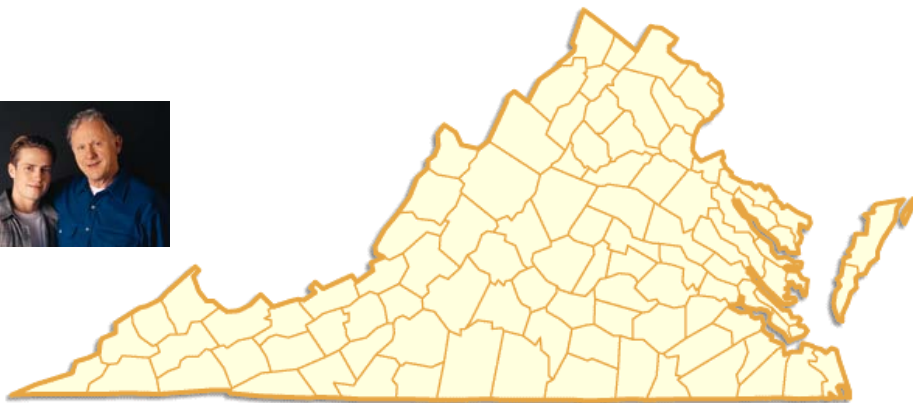


MR Family Survey 2005



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I. EXECUTIVE SUMMARY

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services identified family satisfaction, and perceptions of Community Service Boards' (CSBs), Behavioral Health Authorities' (BHAs) and service providers as a performance measure to be assessed on an annual basis. The Department administered its sixth annual statewide survey of family satisfaction with CSB mental retardation services in 2005.

The family satisfaction survey was designed to measure family perceptions of community-based services in the following domains:

- Family Involvement
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

Response Rate and Sample Size

- A total of 1,421 usable surveys were returned from thirty-seven Community Service Boards (CSBs), almost 200 less than last year. Data was not obtained from three CSBs, because it was not returned in time, or was unusable.
- The estimated response rate statewide was 15.5%, down about 4 percentage points from 2004.
- The number of completed surveys received per CSB ranged from 1 to 145.
- Response rates (N) greatly vary from question to question, because nearly 15% of the returned surveys were completed using the 2004 survey. Since last year, several questions were added, omitted, or reworded to this year's survey and some data could not be analyzed. The high number of missing data for individual questions also resulted in low Ns for the domain scores.

Demographics

- Of the sample, 53.2% were male, 63.3% were identified as White Non-Hispanic, and 24.3% were African-American Non-Hispanic,
- Approximately 58.5% of the individuals completing the survey were between 23 and 59 years of age.
- Nearly 58.2% of the respondents indicated that they were the parent of the person with mental retardation, 17.4% said they were the brother or sister, and 7.9% indicated that they were the provider.
- Complete demographic breakdowns are displayed in Table 2.

Domains

- Overall, about 86.6% responded positively on the family involvement domain
- About 93% of the respondents had a positive perception with regard to the choice and access domain.
- In the case management domain, 96.7% reported satisfaction with services.

- Almost 99% scored positively on the healthy and safe environment domain,
- Approximately 39% responded positively on the service reliability domain.

Conclusions

The majority of family members/guardians of individuals with mental retardation continue to report positive opinions of the services received through CSBs on several domains.

- About 92% agreed that services provided to the person with mental retardation have helped the person to reach planned goals over the past year.
- For overall quality of life, about 47% felt that the person with mental retardation was better off this year. Nearly 90% felt that the person with mental retardation had progressed better than expected or remained the same.
- On the Family Involvement domain, 23% reported being dissatisfied with the inability to choose the agencies or providers that serve the person with mental retardation. A little more than half (53.7%) reported not being able to choose the support staff that worked directly with the person.
- In the Choice and Access domain, nearly 98% of respondents said they were satisfied overall with the services and supports being currently received. Similar percentages were reported for all other domain questions, except for the ability to choose other service providers besides the location, with 60% saying they were satisfied.
- 40% reported their dissatisfaction with the number of other service providers in their community, besides the CSB.
- In the Service Reliability domain, more than half (55 %) indicated that frequent changes in direct staff members were problematic, and nearly three-quarters (71.6%) said frequent changes in case managers were a source of dissatisfaction. This domain indicated employee changes and turnover as the lowest level of dissatisfaction and an area for improvement.

Limitations

- The number of surveys received from CSBs ranged from 1 to 145, making it difficult to analyze data at the CSB level.
- The survey is open to self-selection biases because it is not based on a random sample. Results of this survey reflect the opinions of only those family members/guardians who had a family member with mental retardation receiving case management, and chose to complete the survey.
- Finally, because the survey is a cross-sectional design, these findings reflect the views of family members/guardians only at the time of the survey. Opinions and attitudes are subject to change over time.

Despite these limitations, the survey contributes a greater understanding of family member/guardian perception about publicly funded mental retardation services. The surveys will be important contributions to continuous improvement for the CSBs for both Waiver and Non-Waiver services.

II. BACKGROUND

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified family satisfaction and perceptions of Community Service Boards' (CSBs) and Behavioral Health Authorities' services as a performance measures to be assessed on an annual basis. DMHMRSAS administered its sixth annual statewide survey of family satisfaction with CSB mental retardation services in 2005.

DMHMRSAS completed the first family/guardian survey for individuals with mental retardation in 2000. The Mental Retardation Services Survey 2000 was based on surveys developed through the National Core Indicators Project (NCI)¹. DMHMRSAS participated in the NCI from 1997 through 1999. This participation has provided Virginia with direct access to the work of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI), including data collection instruments. The survey also provided DMHMRSAS an opportunity to identify improvements that could be made to the survey before the next version was implemented statewide in January 2002. The survey has been conducted every year since 2002, although the questionnaire was slightly revised for 2005. It is currently being carried out for 2006, which will allow for more useful trend analyses.

III. METHOD

A. Measure

The instrument used for this project was the 29 -item close-ended questionnaire based on surveys developed by the National Core Indicators Project (NCI). The National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) sponsored this project.

The family satisfaction survey was designed to measure family perceptions of community-based services in five areas (domains) as well as a separate section on the overall quality of life improvement of the person with mental retardation. Based on the subject matter of the question, they were grouped into the appropriate domain or section. The five domains are:

- Family Involvement
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

¹ The National Core Indicator Project combines the research activities of twenty-three states with a focus on improving the evaluation of services to persons with mental retardation.

B. Sample

The questionnaire was administered to family members/guardians of individuals 18 years of age or older with mental retardation currently under active case management. Individuals may also be receiving additional CSB services such as respite care. Children's families were not surveyed since the instrument was not validated for use with children. To be included in the survey, consumers had to have received services from a CSB for 12 months or more prior to the survey period. Surveys were distributed to a family member/guardian during an annual planning meeting, with directions to complete the form after the meeting and mail. If a family member/guardian was not present during the annual meeting, the case manager mailed the survey and instruction sheet to the household. Surveys and instructions sheets were provided in Spanish as needed. All surveys were completed after the annual planning meeting and not in the presence of case managers or other staff. Case managers were encouraged to emphasize the importance of the survey to family members/guardians. Completed surveys were mailed directly to the Office of Mental Retardation in a pre-paid return address envelope.

Due to the manner in which the survey was distributed, the exact number of surveys distributed was not available. It is estimated that 9,154 surveys were distributed, of which 1,421 surveys were returned for a response rate 15.52%. Although missing or blank data happens with any survey, it was especially problematic for this year's survey. Of the 1,421 returned surveys approximately 10% were unusable because of errors, namely that the 2004 form had been filled out instead of the current year's questionnaire. In order to more closely mirror the NCI survey, the 2005 questionnaire had underwent some changes and the 2004 questionnaire could not be used a substitute.

C. Analyses

There are forty CSBs in Virginia, thirty-seven of which participated in the family survey during the past calendar year. For statewide representative sample at the 95% confidence level with a 5% confidence interval, at least 369 surveys were needed. A total of 1,421 surveys were received, ranging from 1 to 145 per CSB. Table 1 (next page) presents the number of surveys per CSB in the final sample, the percent of the sample, the approximate number of surveys distributed, and the approximate rate of return by CSB. A copy of the Mental Retardation Services Family Survey can be found in the Appendix.

Table 1: Survey Response Analysis

Provider	Surveys Returned	% of Sample	# Active CM	% Rate of Return
Alexandria CSB	8	.6%	99	80%
Alleghany-Highlands CSB	5	.4%	50	10%
Arlington CSB	4	.3%	145	2.7%
Central Virginia CSB	2	.1%	428	.4%
Chesapeake CSB	58	4.1%	209	27%
Chesterfield CSB	15	1.1%	394	3.8%
Colonial MH & MR Services	1	.1%	129	.7%
Crossroads CSB	29	2.0%	154	18.8%
Cumberland Mountain	1	2.9%	125	32.8%
Danville-Pittsylvania	32	2.3%	220	14.5%
Dickenson CSB	0*	0%	16	0%
Eastern Shore CSB	58	4.1%	118	49%
Fairfax-Falls Church CSB	145	10.2%	762	19%
Goochland-Powhatan	0	0%	40	0%
Hampton-Newport Newport News	38	2.7%	534	7.1%
Hanover County CSB	39	2.7%	78	50%
Harrisonburg-Rockingham CSB	40	2.8%	142	28%
Henrico Area MH & MR Services	37	2.6%	342	10.8%
Highlands Community Services	24	1.7%	157	15.2%
Loudoun County CSB	0	0%	82	0%
Middle Peninsula-Northern Neck CSB	67	4.7%	213	31.4%
Mount Rogers CSB	33	2.3%	200	16.5%
New River Valley Community Services	48	3.4%	119	40.3%
Norfolk CSB	64	4.5%	363	17.6%
Northwestern Community Services	24	1.7%	221	10.8%
Piedmont Community Services	30	2.1%	237	12.6%
Planning District I CSB	35	2.5%	187	18.7%
PD 19	32	2.3%	213	15%
Portsmouth	29	2.0%	119	24.3%
Prince William County CSB	55	3.9%	150	36.6%
Rappahannock-Area	6	.4%	356	1.6%
Rappahannock-Rapidan CSB	30	2.1%	142	21.1%
Region Ten CSB	51	3.6%	235	21.7%
RBHA	51	3.6%	440	11.5%
Blue Ridge Behavioral Health	59	4.2%	414	14.2%
Rockbridge Area CSB	27	1.9%	86	31.3%
Southside CSB	35	2.5%	206	16.9%
Valley CSB	69	4.9%	250	27.6%
Virginia Beach	91	6.4%	574	15.8%
Western Tidewater CSB	9	.6%	205	4.3%
Statewide	1,421	100%	9,154	15.5%

IV. RESULTS

A. Consumer/Family Characteristics

Background information on consumer and family demographics, as reported by the family/guardian, is presented in Table 2. Given the sample size, we can expect that the sample represent the statewide demographics of adult consumers with mental retardation, served by CSBs, who receive at least case management services as well as any additional services such as residential, respite or day/employment support.

Of the sample, 53.2% of the consumers were male, 63.3% were identified as White, Non-Hispanic, and 24.3% were African-American, Non-Hispanic. Approximately 59% of the individuals completing the survey were between 23 and 59 years of age. A parent of the person with mental retardation completed 58.2% of the surveys, 17.4% were completed by a brother or sister, and 7.9% of the surveys were completed by a Provider. About 52.5% percent indicated that they saw the person with mental retardation on a daily basis, 18.9% said they saw the person about once a week, and around 15% indicated they saw the person about once a month.

Table 2: Consumer and Family Demographics

Demographic Survey Question (N=Respondents)		Percentage
What is the race of the person with mental retardation?		
N = 1,256	Alaskan Native	.6%
	Asian or Pacific Islander	2.1%
	White, non Hispanic	63.3%
	American Indian	5.0%
	African American, non Hispanic	24.3%
	Hispanic	3.2%
	Other	1.5%
What is the gender of the person with mental retardation?		
N = 1,244	Male	53.2%
	Female	46.8%
What is the age of the person completing the survey?		
N = 1,334	Under 18	1.4%
	18-22	3.0%
	23-59	58.5%
	60-64	12.1%
	65-74	16.3%
	75+	%
What is the relationship of the person completing the survey to the person with mental retardation?		
N = 1,458	Parent	58.2 %
	Sibling	17.4 %
	Spouse	3.5 %
	Aunt/Uncle, or Grandparent	3.7%
	Provider	7.9%
	Other	9.3 %

How often does the person completing the survey see the person with mental retardation?		
N = 1,419	Daily	52.5 %
	Once a week	18.9 %
	Once a month	14.8 %
	A few times a year	9.4 %
	Once per year	1.9 %
	Less than once per year	2.4 %

These demographics are similar to those of the 2004 survey.

B. Additional Descriptive Data

This year, additional descriptive data was collected to assist in better identifying the individuals surveyed in 2005. When asked about changes in living situations, a large percentage (84%) indicated there were no changes in the last year. Only 8% said the person with MR had changed living arrangements once and less than 3% said the person had moved three or more times. This seems to point to high levels of residential stability for persons with MR in this sample. Complete results are displayed in **Table 3****.

Answers given for the amount of time clients have been employed varied, and are likely indicative of the persons' functioning level more than a reflection of the quality of services received. More than half (56%) said the person with MR was not employed. Out of those who indicated employment, 20% said the person with MR has been working for over two years, more than the other time frame categories. Frequencies and percentages are given in **Table 3****.

Table 3: Stability of Living Situations and Employment

Questions	Valid N	Percent
How many times has their living situation changed in the last year?		
None	910	83.9%
Once	119	11.0%
Twice	25	2.3%
Three times	17	1.6%
Four or more times	14	1.3%
Total	1,085	100%
How long has the person with MR been employed?		
Less than 6 months	66	6.0%
6-12 months	168	15.2%
13-24 months	36	3.3%
Over 2 years	215	19.5%
Not employed	619	56.1%
Total	1,104	100%

The survey also included a question about the type of services received by the individual with MR. Respondents were instructed to select all that apply from among these choices: residential, employment, day support, respite, personal care, and other. Case management was not included because everyone in this survey must have at least Case Management as one service. About 35% (n = 502) said the person was receiving residential services, with or without other services. Respite care was the single most frequent response, and was named by nearly 10% (n = 9.8%) of respondents. Other common responses were the receipt of both residential and day support services (7%), and employment services only (7.9%). About 21% of people with MR received a combination of three or more services, with only 1.3% receiving four or more services.

C. Outcome Domains Subscales

Factor analysis condenses individual items into a group that measure a single concept. Factor analysis of the Family Survey items from 2002 revealed five subscales, or groups of individual questions, that focus on the same topic. The five domains are:

- Family Involvement.
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

Table 4 groups the individual survey questions by domain and displays the percentage of responses that are positive (% Agree) and negative (% Disagree) for 2003, 2004 and 2005. The questions had response categories of: 1 (Yes/Mostly), 2 (somewhat), and 3 (no, not at all). A category for “don’t know” and “does not apply” was also listed, but these frequencies are not illustrated in the table. The percentages in the “% Agree” column were calculated by adding the “yes/mostly” and “somewhat” responses. The percentages in the “% Disagree” column are representative of the “no, not at all” answers.

The mean, standard deviation scores, and the number of responses (n) are presented for each survey question in Table 4. Lower mean scores indicate greater satisfaction. Table 4 also breaks down the subscale into individual survey questions and displays the percentage of responses that are positive (% Agree) and negative (% Disagree) for 2003, 2004, and 2005. For the Agree % column, note that this category includes the responses “Yes/Mostly” (1) and “Somewhat” (2). The Disagree % column includes the response “No, not at all” (3). The domain scores were calculated by averaging the positive scores (% Agree) of each question in that particular domain. Previous years assessed the overall domain satisfaction score by averaging only the responses for “Yes/Mostly” agree (value of 1), which resulted in a lower perceived level of overall satisfaction. For this reason, year-to-year comparisons of domain score satisfaction were not made in this report. Figure 1 displays the satisfaction data broken down by domain. In addition, several questions in the 2005 survey were reworded, omitted, or added, making it difficult to compare domain scores across time. While the data for these questions are displayed in Figure 1, they were not compared with 2004 and 2003 data.

Family Involvement

In 2005, around 82% expressed satisfaction on the family involvement domain. Nearly 87% agreed that the staff talked to them about different ways to meet the family needs. About 98% reported that staff members respected the family’s choices and opinions, and 92% felt that services had helped to relieve stress on the family. A relatively small percentage of respondents (46%) agreed that they had any choice in selection of the support staff for the person with mental retardation; however, 77.3% indicated they helped choose the agencies or providers who worked with the person with mental retardation.

Case Management Services

High levels of satisfaction were reported in the case management services domain (96.3%). Nearly 97% of family members said they were able to contact the case manager whenever they wanted, and got a response within a reasonable time. A similar percentage of people said they received adequate information to help plan services for the person with mental retardation (94.7%)

Choice and Access

In the choice and access to services domain, the overall satisfaction score was 89.7%. Nearly 90% stated that supports and services were available in the community for the person with mental retardation, and 98% were generally satisfied with the services and supports currently received by the person. Almost 89% agreed that staff helped the person with mental retardation obtain supports and services in the community. Approximately 95% responded positively that the person with mental retardation had access to special equipment or accommodations. However, only 60% reported satisfaction with the number of other service providers in their community that they could choose in addition to their local CSB.

Healthy and Safe Environment

About 99% scored positively on this domain, Almost all the family members surveyed considered the environment where the consumer went during the day as healthy and safe, as well as the person's place of residence.

Service Reliability

About 43% responded positively and said that frequent staff and case manager changes had not been a problem.

Table 4: Domain Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Family Involvement					
Over the past year, have the services provided to the person with mental retardation helped to relieve stress on your family?					
2005	1.38	0.63	1,008	92.1	7.9
2004	1.42	0.68	1,318	89.3	10.7
2003	1.36	0.6	846	93.5	6.5
Did you help participate in the development of the person's yearly plan?					
2005	1.30	0.59	1,074	92.9	7.1
2004	1.47	0.69	1,421	88.7	11.3
2003	1.45	0.7	915	87.8	12.2

Do you help choose the agencies or providers that serve the person with mental retardation?					
2005	1.64	0.83	1,007	77.3	22.7
2004	1.69	0.84	1,363	75.1	24.9
2003	1.66	0.83	866	76.6	23.4
Do you help choose the support staff that work directly with the person with mental retardation?					
2005	2.23	0.89	1,029	46.3	53.7
2004	2.38	0.83	1,318	38.7	61.3
2003	2.35	0.84	820	41.6	58.4
Do staff talk to you about different ways to meet your family's needs?					
2005	1.57	0.71	986	87.0	13.0
2004	1.56	0.71	1,366	87	13
2003	1.52	0.7	862	87.9	12.1
Do staff respect your family's choices and opinions?					
2005	1.19	0.45	1,020	97.6	2.4
2004	1.19	0.44	1,414	98.1	1.9
2003	1.18	0.41	885	98.6	1.4
Case Management					
Did you get enough information to help you participate in planning services for the person with mental retardation?					
2005	1.27	0.55	1,096	94.7	5.3
2004	1.26	0.51	1,465	96.6	3.4
2003	1.29	0.55	917	95.2	4.8
Can you contact the case manager whenever you want to and get a response within a reasonable time?					
2005	1.15	0.43	1,136	97.4	2.6
When you ask the case manager for assistance, does he/she help you to get what you needed in a timely manner?					
2005	1.17	0.45	1,136	96.7	3.3
Choice and Access					
If the person with mental retardation does not speak English or uses a different way to communicate, do you feel there enough staff available to communicate with him/her?					
2005	1.28	0.52	644	96.4	3.6
2004	1.30	0.56	756	94.7	5.3
2003	1.30	0.57	443	94.6	5.4
Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs?					
2005	1.25	0.54	810	94.9	5.1
2004	1.25	0.54	940	94.9	5.1
2003	1.26	0.55	596	94.6	5.4

Do you feel that supports and services are available for the person with mental retardation when needed?					
2005	1.27	0.51	1,281	96.7	3.3
2004	1.27	0.52	1,461	96.6	3.4
2003	1.27	0.49	948	97.9	2.1
Overall, are you satisfied with the services and supports the person with mental retardation currently receives?					
2005	1.23	0.47	1,306	97.9	2.1
2004	1.24	0.51	1,462	96.2	3.8
2003	1.23	0.48	954	97.3	2.7
If you or the person with mental retardation ever asked for the CSB's assistance in an emergency or crisis, was help provided right away?					
2005	1.36	0.68	691	88.7	11.3
2004	1.28	0.57	960	93.9	6.1
2003	1.3	0.6	625	92.5	7.5
Does staff help the person with mental retardation get supports in the community?					
2005	1.44	0.68	1,015	89.4	10.6
2004	1.47	0.69	1,271	88.6	11.4
2003	1.44	0.69	805	88.7	11.3
Are there enough agencies that provide services to people with mental retardation in your area so that you may choose one in addition to your local CSB?					
2005	2.04	0.88	740	59.7	40.3
2004	2.01	0.88	1,027	61	39
2003	2	0.86	627	63.2	36.8
Are you satisfied with the way complaints about services are handled?					
2005	1.39	0.60	900	93.8	6.2
2004	1.37	0.61	1,202	93.3	6.7
2003	1.34	0.58	784	94.6	5.4
Healthy and Safe Environment					
Do you feel that where the person with mental retardation goes during the day is a healthy and safe environment?					
2005	1.09	0.32	1,239	99.1	0.9
2004	1.09	0.3	1,382	99.6	0.4
2003	1.09	0.3	895	99.4	0.6
Do you feel that where the person with mental retardation lives is a healthy and safe environment?					
2005	1.09	0.31	1,243	99.0	1.0
2004	1.08	0.28	1,458	99.7	0.3
2003	1.06	0.26	955	99.7	0.3
Service Reliability					
Frequent changes in staff who work directly with the person with MR have been a problem.					
2005 *	2.37	0.77	1121	55.0	45.0
2004	1.68	0.76	1,282	82.1	17.9
2003	1.56	0.73	829	85.6	14.4
Frequent change in case managers have been a problem.					
2005	2.58	0.72	981	70.6	28.4
2004	1.45	0.72	1,206	86.3	13.7
2003	1.34	0.63	761	91.3	8.7

Frequent changes in residential, respite or personal care staff have been a problem? (Question on survey was a negative indicator and values were reversed for analysis) 2005 * 2004 2003	1.77	0.89	1029	30.8	69.2
Frequent changes in day support/employment staff have been a problem? (Question on survey was a negative indicator and values were reversed for analysis.) 2005* 2004 2003	2.60	0.68	858	70.6	29.4
Other MR					
Do you feel that services provided to the person with mental retardation have helped him/her to reach planned goals over the past year? 2005 2004 2003	1.38 1.38 1.34	0.56 0.56 0.54	1,276 1,425 919	95.9 96.3 96.4	4.1 3.7 3.6

¹Scale ranges from 1: 'Yes/Mostly' to 3: 'No, Not At All'. Lower mean scores correspond with greater satisfaction.

²For standard questions, percentages in the Agree column include those who responded 'Yes/Mostly' and 'Somewhat'; percentages in the

Disagree column include those who responded 'No, Not At All'. For reverse-coded questions, percentages in the 'Agree%' column

include those who answered 'No, Not At All'; the 'Disagree%' column includes those who answered 'Yes/Mostly' and 'Somewhat'.

* Reworded or new question on the 2005 survey, data could not be compared to previous years

D. Overall Perception of Services

TABLE 5: Frequency Data and Percentage of Satisfied Respondents In each Domain

Domain:	Valid N	Mean	Standard Deviation	Overall % Satisfied
Healthy and Safe Environment	1,308	1.10	.28	91.5%
Choice and Access to Services	1,397	1.40	.43	91.1%
Family Involvement	1,191	1.54	.46	86.6%
Case Manager Services	1,193	1.21	.39	96.7%
Service Reliability	1,336	2.30	.57	38.4%

E. Overall Quality of Life

Table 5 provides the results for the two quality of life questions. Slightly less than half, 47%, felt that the person with mental retardation was better off than last year. A little over 36 % felt that the person with mental retardation's progress was better than expected.

Table 6: Overall Perception of Service Results

	Mean ¹	Std. Dev.	N	% Satisfied ²	% Dissatisfied ²
Overall, do you feel that the person with mental retardation is better off than, the same as, or worse off than last year?					
2005	1.59	0.61	1,078	47.0	6.3
2004	1.57	0.6	1,477	48.8	5.6
2003	1.51	0.57	909	52.4	3.9
Overall, do you feel that the person with mental retardation's progress has been better than expected, the same as expected, or not as good as expected?					
2005	1.72	0.61	1,058	36.7	8.7
2004	1.70	0.6	1,484	37.7	7.5
2003	1.67	0.62	901	41	8

¹Scale ranges from 1: "Better Off" to 3: "Worse Off". Lower mean scores correspond with greater satisfaction

²Percentages in the "Satisfied" column include those who responded 'Better Off'. Percentages in the "Dissatisfied"

column include those who responded 'Worse Off'. Percentages who responded 'The Same' are not shown, but can be calculated by subtracting the sum of the '% Satisfied' and '% Dissatisfied' columns from 100%.

F. Outcome Domains by Demographics

Satisfaction by Race/Ethnic Variable

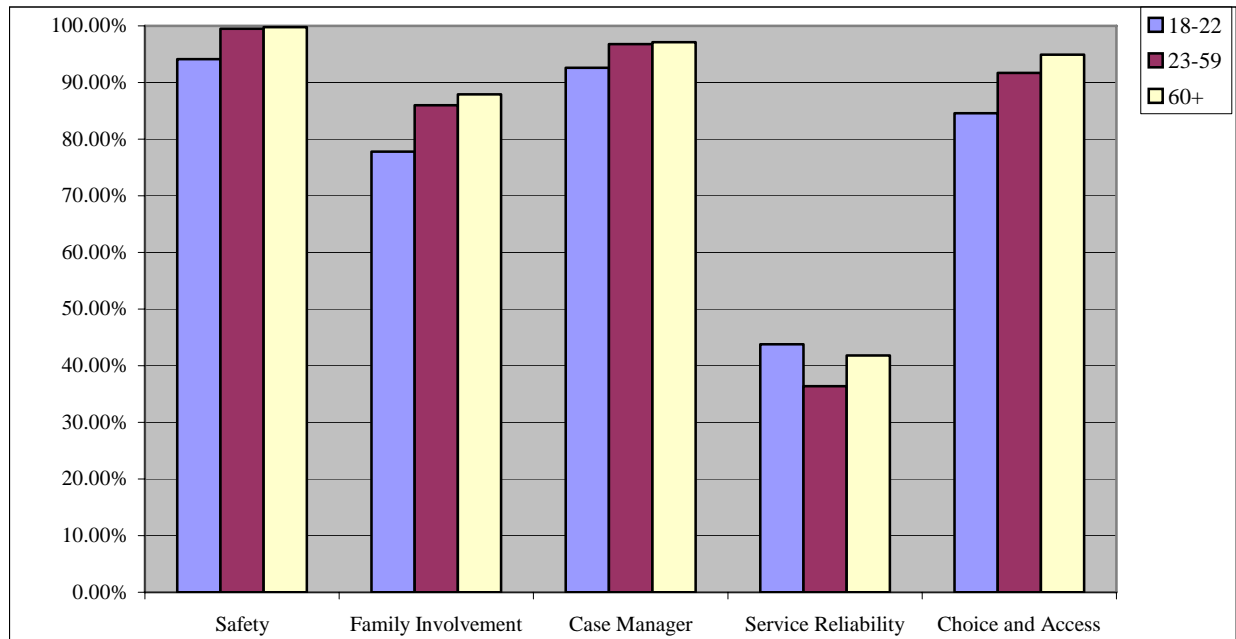
Domain satisfaction levels were cross-tabulated with race/ethnic identity. The greatest variability can be discerned in the service reliability domain. Here, African-Americans reported the least level of satisfaction (31.2%), whereas 51% of Asian/Pacific Islanders respondents who answered positively in this domain. Other notable differences are in the family involvement domain, where about 86% of White and African-Americans said they were satisfied, verses 95% of Asian/Pacific Islanders. Four of the seven racial categories – White/Non-Hispanic, African-American/Non-Hispanic, Hispanic, and Asian/Pacific Islander – are displayed below in Figure 1. For a breakdown of frequencies by race/ethnic identity please refer to Table 2.

Figure 1: Domain Satisfaction by Race/Ethnic Identity

Satisfaction by Age Variable

Individuals in different age categories also expressed slightly different degrees of satisfaction among the five domains. Respondents ages 18-22 were less satisfied, by about 4-6 percentage points, in every domain except service reliability. In that domain they rated their satisfaction slightly higher than those people ages over 60, 44% and 42% respectively. See Figure 2.

Figure 2: Domain Satisfaction by Age Range



G. Outcome Domains by CSB Clusters

Cluster analysis is a statistical procedure that identifies relatively homogenous groups of cases (for this report, Community Service Boards) based on selected characteristics. Community Service Boards (CSBs) that fall within the same cluster will generally have the same criterion, when analyzed as a whole. However, they may not be geographically similar or centrally located.

Clusters were defined based on previous literature input from CSB representatives and consumer advocates. The following characteristics were used:

- The percentage of unemployed persons in the CSB catchment area;
- The percentage of White, Non-Hispanic residents in the catchment area;
- The population density of the catchment area;
- The percentage of persons living in poverty;
- The budget of the CSB;
- The percentage of combined mental health and substance disorder dollars that were fee generated.

Based on the analysis of the 6 variables, the following clusters were identified:

Cluster 1: Alexandria, Arlington, Fairfax-Falls Church, Hampton/Newport News, Henrico Area, Norfolk, Richmond, Portsmouth, and Virginia Beach.

Cluster 2: Allegheny-Highlands, Cumberland Mountain, Dickenson County, Highlands, Mt. Rogers, New River Valley, Northwestern, Planning District 1, Rockbridge Area, and Valley.

Cluster 3: Crossroads, Danville-Pittsylvania, District 19, Eastern Shore, Middle Peninsula/Northern Neck, Southside, And Western Tidewater.

Cluster 4: Blue Ridge, Central Virginia, Chesapeake, Chesterfield, Colonial, Goochland-Powhatan, Hanover, Harrisonburg-Rockingham, Loudoun, Piedmont Regional, Prince William, Rappahannock Area, Rappahannock-Rapidan, and Region 10.

Figure 3: Geographic Map of CSB Clusters

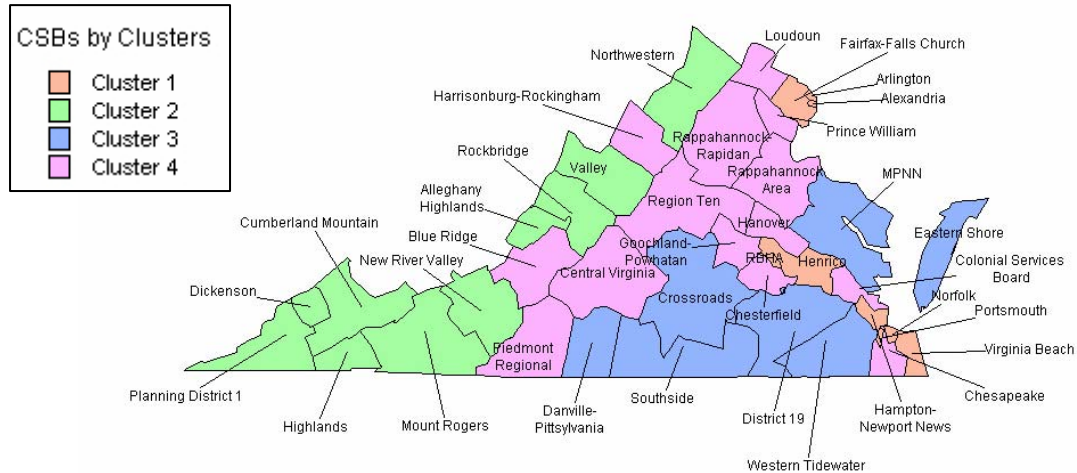
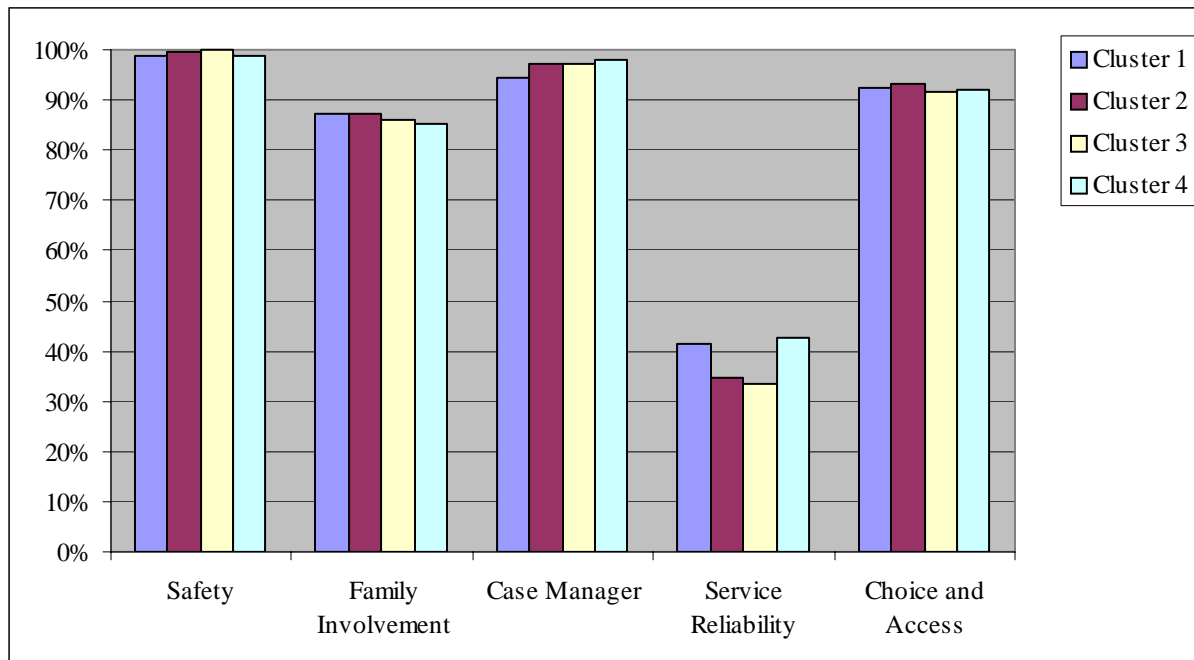


Figure 4 presents the percentages of positive responses on the five domains for the different clusters. Overall, there was little variability between the clusters and their levels of satisfaction. The most variation can be observed in the serve reliability domain, with respondents in Clusters 2 and 3 reporting higher levels of dissatisfaction with staff and employee changes (32% and 33% respectively) than those in Clusters 1 and 4 (41% and 43%).

Figure 4



V. COMPARISONS WITH NATIONAL CORE INDICATORS

The National Core Indicators Project (NCI) for the 2004/2005 fiscal year split their family surveys into two categories: 1) those with developmental disabilities 18 and older who live at home, and 2) those who live outside of the home. Virginia, however, combines both categories into one survey. The two NCI surveys contain many of the same, or similar items, as the Virginia survey, although the response categories differ slightly in the wording of the choices: 1) always or usually, 2) sometimes, and 3) seldom or never. The Virginia response selections were: 1) yes/mostly, 2) somewhat, and 3) no, not at all. With a minimum of 400 usable response rates from the sample surveys in each of the seven participating states, NCI reported reasonable comparisons across states within a confidence level of $\pm 10\%$. The data reported for 2004/2005 were 2,733 total (usable) surveys returned for those living outside the family home, and a return of 4,031 surveys for those living in the family home. Thus, with Virginia having a return rate of 1,421 usable surveys in 2005, 1,605 surveys in 2004, and 920 in 2003, some basic comparisons can be made as seen in the chart below. The NCI percentages are the average for all seven states reporting that year. Where questions have the same intent, but are worded differently, those differences are noted. The NCI question is also qualified by the living arrangement (in home or outside of home).

Table 7: Comparison with NCI Survey Data

	N	% Agree ²	% Disagree ²
Family Involvement			
Did you help develop the person's yearly plan?			
2005	1,074	929	7.1
2004	1,421	88.7	11.3
2003	915	87.8	12.2
NCI /living outside of the family home	2,191	82.1	17.8
NCI/living at home	3,004	89.6	10.4
Do you help choose the agencies or providers that serve the person with mental retardation?			
2005	1,007	773	22.7
2004	1,363	75.1	24.9
2003	866	76.6	23.4
NCI/living at home	3,121	78.2	21.8
Do you help choose the support staff that work directly with the person with mental retardation?			
2005	1,029	46.3	53.7
2004	1,318	38.7	61.3
2003	820	41.6	58.4
NCI /living outside of the family home	1,984	28.6	71.4
NCI/living at home	2,951	61.5	38.5
Does staff talk to you about different ways to meet your family's needs?			
2005	986	87.0	13.0
2004	1,366	87	13
2003	862	87.9	12.1
NCI/living at home (help you figure out what you need to develop the plan?)	3,284	87.0	13.0
Does staff respect your family's choices and opinions?			
2005	1,020	97.6	2.4
2004	1,414	98.1	1.9
2003	885	98.6	1.4
NCI / outside (staff who assist you with planning respectful and courteous?)	2,455	98.6	1.3
NCI/at home (staff respect your choices and opinions?)	3,492	88.0	2.0

Case Management			
Did you get enough information to help you participate in planning services for the person with mental retardation?			
2005	1,096	94.7	5.3
2004	1,465	96.6	3.4
2003	917	95.2	4.8
NCI/living outside of the family home	3,578	83.7	16.4
NCI/living at home	2,525	93.2	6.8
Can you contact the case manager whenever you want to?			
2005	1,136	97.4	2.6
2004	1,489	98.8	1.2
2003	944	98.7	1.3
NCI/outside home (contact staff who help with planning whenever you want to?)	2,440	97.1	3.0
NCI/at home (contact staff who help with planning whenever you want to?)	3,458	85.2	4.8
When you ask the case manager for assistance, does he/she help you to get what you need?			
2005	1,136	96.7	3.3
2004	1,460	98.4	1.6
2003	926	98.4	1.6
NCI/living outside of the family home	2,461	97.4	2.6
NCI/at home (contact staff who help with planning whenever you want to?)	3,458	85.2	4.8
Choice and Access			
If the person with mental retardation does not speak English or uses a different way to communicate, are there enough staff available to communicate with him/her?			
2005	644	96.4	3.6
2004	756	94.7	5.3
2003	443	94.6	5.4
NCI /living outside of the family home	954	96.1	4.0
Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs?	675	81.0	19.0
2005	810	94.9	5.1
2004	940	94.9	5.1
2003	596	94.6	5.4
NCI /living outside of the family home	1,424	97.0	3.0
NCI/living at home	1,449	81.8	18.2
Do you feel that supports and services are available for the person with mental retardation when needed?			
2005	1,281	96.7	3.3
2004	1,461	96.6	3.4
2003	948	97.9	2.1
NCI /outside home (does family get the services and supports you need?)	2,539	90.8	9.1
NCI/at home (does family get the services and supports you need?)	3,480	98.2	1.8
Overall, are you satisfied with the services and supports the person with mental retardation currently receives?			
2005	1,306	97.9	2.1
2004	1,462	96.2	3.8
2003	954	97.3	2.7
NCI /living outside of the family home	2,639	98.0	2.0
NCI/living at home	3,671	93.6	6.5
Does staff help the person with mental retardation get supports in the community?			
2005	1,015	89.4	10.6
2004	1,271	88.6	11.4
2003	805	88.7	11.3
NCI /living outside of the family home (has access to community activities?)	2,304	92.6	7.5
NCI/living at home (has access to community activities?)	2,204	58.5	41.5

Are you satisfied with the way complaints about services are handled?			
2005	900	93.8	6.2
2004	1,202	93.3	6.7
2003	784	94.6	5.4
NCI /living outside of the family home	1,652	93.6	6.4
NCI/living at home (and resolved)	1,680	87.2	12.3
Healthy and Safe Environment			
Do you feel that where the person with mental retardation lives is a healthy and safe environment?			
2005	1,243	99.0	1.0
2004	1,458	99.7	0.3
2003	955	99.7	0.3
NCI /living outside of the family home	2,637	98.7	1.3
Service Reliability			
Frequent changes in staff who work directly with the consumer have been a problem. (Question on survey was a negative indicator; values were reversed for clarity.)			
2005	1,121	55.0	45.0
2004	1,282	82.1	17.9
2003	829	58.6	41.4
NCI /living outside of the family home	2,210	66.6	33.3
NCI/living at home	2,938	59.1	39.9
If you or the person with MR ever asked the CSB for assistance in an emergency or crisis, was help provided right away?			
2005	691	88.7	11.3
NCI/living at home	1,707	62.9	59.1

¹Scale ranges from 1: 'Yes/Mostly' to 3: 'No, Not At All'. Lower mean scores correspond with greater satisfaction.

²For standard questions, percentages in the Agree column include those who responded 'Yes/Mostly' and 'Somewhat'; percentages in the Disagree column include those who responded 'No, Not At All'. For reverse-coded questions, percentages in the 'Agree%' column include those who answered 'No, Not At All'; the 'Disagree%' column includes those who answered 'Yes/Mostly' and 'Somewhat'.

VI. IMPLICATIONS AND RECOMMENDATIONS

The survey form for the 2005 MR Services Family Survey was distributed in the same fashion as the previous year's surveys. Forty separate forms were created, one for each CSB, with the provider/CSB ID number preprinted and the name of the CSB on the first page. Each CSB received copies of their specific form and were instructed to distribute them, and provide instructions, to the targeted respondents at the annual meeting for the individual. However, it is recommended that the face-to-face transfer method be refined or an alternative created. It is also suggested that staff members become knowledgeable of ways to emphasize to respondents the importance of completing and returning the surveys.

As previously noted, at least 10% of the returns forms were unusable. The main reason for this was that case managers, distributed the 2004 survey instead of the updated version for 2005. Several questions had changed including three that were reworded, two demographic questions that had different response options, and one that was new, and one that had been eliminated. Therefore, data collected for these seven questions could not be used, resulting in low Ns for these and the domain scores. Although missing data is always an issue for quantitative data, it was especially problematic in this year's survey. In addition, year-to-year comparisons could not be made for many indicators.

The data were analyzed at the state level and serves only as a reflection of trends across Virginia. These findings are based on the afore-mentioned limitations, which prevent conclusive interpretations of the findings. The results of this survey reflect the perceptions of only those family members/guardians who had a family member with mental retardation with active case management, and who chose to complete the survey. These results cannot be generalized to all family members/guardians with consumers served by CSBs, because those who are not currently receiving case management services were not surveyed. Therefore, these results should only be compared with survey results from studies utilizing similar methodology.

This year' the methodological problem was fixed. In the past, the percent satisfied in a domain was determined by using only the values of 1 (Yes/Mostly). The individual questions, however, were calculated such that percentage satisfied included both values 1 (Yes/Mostly) and 2 (Somewhat). For 2005, the calculations for the individual questions and the domain scores were calculated using the values 1 and 2. Scores could not be compared to previous years due to this correction, as a false sense of greater satisfaction would be observed.

The National Core Indicators (NCI) data comparison (2004-2005) revealed that families in Virginia consistently rated items higher than the other seven states. The NCI separated out its surveys into two groups. One survey for families with individuals who live in the home, and one survey for those who live outside the home. Since 49.4% of the respondents for the Virginia survey had family members living at home with them, this survey still captures an equal viewpoint from both living situations. There are an additional six states whose data for NCI Family Guardian Survey (living outside the home) are in the process of being compiled. Future comparisons to additional NCI data will be helpful to assess how Virginia stacks against national trends.

Despite these limitations, the survey clearly contributes a greater understanding of family member/guardian perception about publicly funded mental retardation services. The surveys will be important contributions to continuous improvement for the CSBs for both Waiver and Non-Waiver services.

VII. APPENDIX

**MENTAL RETARDATION SERVICES
FAMILY SATISFACTION SURVEY 2005
County Community Services Board**

Please answer each question by completely filling in the circle that best represents your situation. Please choose only ONE response for each question.

Shade Circles Like This--> ●

Not Like This--> ☒ ☐

CASE MANAGER:

Does the person have Medicaid?

☐ Yes ☐ No

CSB Code 0 1 2 3 4 5 6 7 8 9

● ○ ○ ○ ○ ○ ○ ○ ○ ○
● ○ ○ ○ ○ ○ ○ ○ ○ ○
○ ○ ○ ○ ○ ● ○ ○ ○ ○

1. What is your age (the age of the person filling out the survey)?

- ☐ Under 18 ☐ 18-22 ☐ 23-59
☐ 60-64 ☐ 65-74 ☐ 75+

2. What is the race of the person with mental retardation?

- ☐ Alaskan Native
☐ Asian or Pacific Islander
☐ White, Non-Hispanic
☐ American Indian
☐ Black/African American, Non-Hispanic
☐ Hispanic
☐ Other

3. About how often do you see the person with mental retardation?

- ☐ Daily ☐ Once/month ☐ Once/year
☐ Once/week ☐ A few times a year ☐ Less than once/year

4. What is your relationship to the person with mental retardation?

- ☐ Parent (biological or adoptive) ☐ Brother/Sister ☐ Aunt, uncle or grandparent
☐ Husband/Wife ☐ Provider ☐ Other

5. What is the gender of the person with mental retardation?

- ☐ Male ☐ Female

6. With whom does the person with mental retardation live?

- ☐ A family member ☐ Out of the family home (i.e. group home or supervised apt.)

Please fill in ONE circle for each question below that best describes your opinion about mental retardation services. Choose only ONE answer.	Yes/ Mostly 1	Some- what 2	No, Not at All 3	Don't Know 4	Does Not Apply 9
1. Do you feel that where the person with mental retardation goes during the day is a healthy and safe environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you feel that where the person with mental retardation lives is a healthy and safe environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. If the person with mental retardation does not speak English or uses a different way to communicate, (ex. sign language or communication board), do you feel that there are enough staff available who can communicate with him/her?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs (ex. wheelchairs, ramps, communication boards)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you feel that supports and services are available for the person with mental retardation when needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do you feel that services provided to the person with mental retardation have helped him/her to reach planned goals over the past year?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall, are you satisfied with the services and supports the person with mental retardation currently receives?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Have frequent changes in staff who work directly with the person with mental retardation been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Go to next side to complete survey

Please fill in ONE circle for each question below that best describes your opinion about the mental retardation services you and/or your family member received. Choose only ONE answer.	Yes/ Mostly 1	Some- what 2	No, Not at All 3	Don't Know 4	Does Not Apply 9
9. If you or the person with mental retardation ever asked for the CSB's assistance in an emergency or crisis, was help provided right away?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Do staff help the person with mental retardation get supports in the community, such as services offered through recreation departments or churches?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 a. Have frequent changes in case managers been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 b. Have frequent changes in residential, respite or personal care staff been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 c. Have frequent changes in day support/employment staff been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Over the past year, have the services provided to the person with mental retardation helped to relieve stress on your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Did you get enough information to help you participate in planning services for the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Did you participate in the development of this person's yearly plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Can you contact the case manager whenever you want to and get a response within a reasonable time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. When you ask the case manager for assistance, does he/she help you to get what you need or give you information in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Do you help choose the agencies or providers that support the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Do you help choose the support staff that work directly with the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Do staff talk to you about different ways to meet your family's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Do staff respect your family's choices and opinions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Are there enough agencies that provide services to people with mental retardation in your area so that you may choose one in addition to your local community services board?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Are you satisfied with the way complaints about services are handled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. What services does the person with mental retardation receive in addition to case management (Select all that apply)

☐ Residential ☐ Employment ☐ Day Support ☐ Respite ☐ Personal Care ☐ Other

23 a. If employed, how long has the person with mental retardation been employed at current job?

☐ Less than 6 months ☐ 6-12 months ☐ 13-24 months ☐ Over 2 years ☐ Not employed

24. How often has the person with mental retardation changed living situations in the past year.

☐ None ☐ Once ☐ Twice ☐ Three times ☐ Four or more times

25. Overall, do you feel that the person with mental retardation is better off this year than last year, the same as last year, or worse than last year (behavior, attitude, happiness)?

☐ Better off this year ☐ The same as last year ☐ Worse than last year

26. Overall, do you feel that the person with mental retardation's progress has been better than expected, same as expected or not as good as expected?

☐ Better than expected ☐ Same as expected ☐ Not as good as expected

40833

Thank you. Please return in the enclosed, pre-paid envelope.

